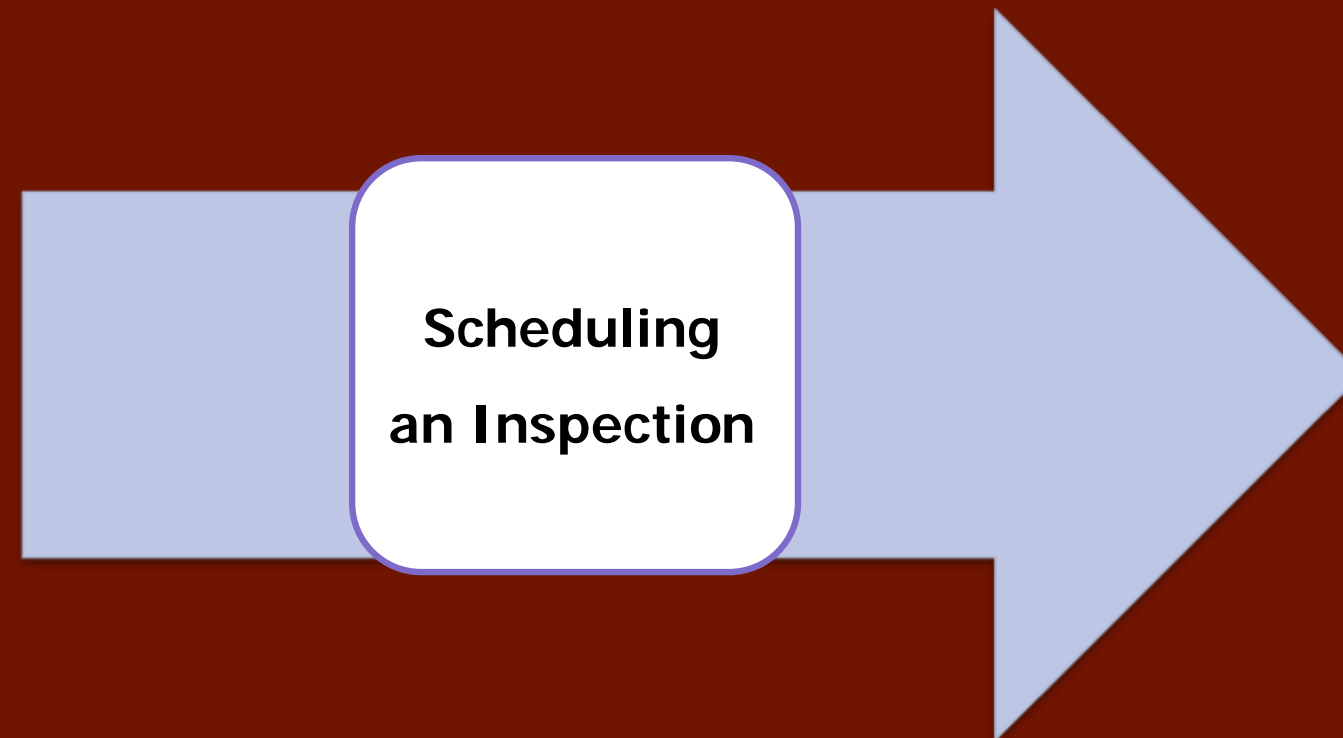


**Citizen Access
Online Tutor
Scheduling an
Inspection**

**Due to problems when uploading documents,
the recommended browser is Chrome.**



** Scheduling an inspection is a functionality available to Applicant/General Contractor OR licensed professionals depending on the trade.*

After login to your account, the Home Page displays (#1)

Click My Records Tab (#2 shown).

The image displays two side-by-side screenshots of the Citizen Access for San Antonio website home page. The left screenshot shows the navigation menu with a red circle '1' over 'Home' and a red circle '2' over 'My Records'. The right screenshot shows the user profile area with a search bar.

CITIZEN ACCESS for SAN ANTONIO

[Create an Escrow Account](#) | [Amend Escrow Account\(s\)](#)

1 Home Land Development Building Fire

Dashbo**2** My Records My Account Advanced Search

Welcome Bunny Neon
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

onio

[Collections \(0\)](#) | [Account Management](#) | [Logout](#)

Search...

Dependent on the owner's account, the record categories display (shown).

The example shown displays four categories. For this example, click the arrow to the left of 'Building'.

The screenshot displays a web application interface. At the top right, there is a navigation bar with links: "Announcements", "Logged in as: Bunny Neon", "Collections (0)", "Account Management", and "Logout". Below this, there are links for "Create an Escrow Account" and "Amend Escrow Account(s)". A search bar is located on the right side with the placeholder text "Search..." and a green search icon. The main navigation menu includes "Home", "Land Development", "Building", and "Fire". Below the main navigation, there is a secondary menu with "Dashboard", "My Records", "My Account", and "Advanced Search". The main content area features four blue horizontal bars, each representing a record category: "Land Development", "Building", "Licensing", and "Fire". Each bar has a yellow arrow pointing to the left. A yellow-bordered box with a white background is overlaid on the "Building" bar, containing the text: "Dependent on the owner's account, different categories may display."

All records created in the specific category display. Locate the record number for which you want to request the inspection. Click the blue text link to access the record (#1).

[Create an Escrow Account](#) | [Amend Escrow Account\(s\)](#)

Search...

Home Land Development Building Fire

Dashboard **My Records** My Account [Advanced Search](#)

▶ Land Development

▼ Building

Showing 1-10 of 23 | [Export Results](#) | [Add to collection](#) | [Copy Record](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Created By	Status	Action	Short Notes
<input type="checkbox"/>	04/2	RES-RMB-PMT20-36700278	Residential Accessory and Additions Permit		GUI Story Ticket		Bunny.Goodhop@gmail.com	Active		
<input type="checkbox"/>	04/28/2020	RES-RMB-PMT20-36700281	Residential Accessory and Additions Permit		GUI 34		Bunny.Goodhop@gmail.com	Active		
<input type="checkbox"/>	04/28/2020	RES-ADP-PMT20-36900283	Residential Accessory Dwelling Permit		GUI Story Ticket		Bunny.Goodhop@gmail.com	Active		

The Record Details page displays (shown).

Click the Record Info drop-down menu arrow (#1).

Click Inspections (#2).

Create an Escrow Account | Amend Escrow Account(s)

Home Land Development **Building** Fire

Search Applications Create an Application

Record RES-RMB-PMT20-36700278:
Residential Accessory and Additions Permit
Record Status: Active

1 Record Info ▾ Payments ▾ Custom Component

- Record Details
- Processing Status
- Related Records 0
- Attachments
- 2 Inspections
- Valuation Calculator

Organization	Licensed Professional:
Bunny Neon	Ferlin Husky
Primary Phone: 210-207-1111	Dove Wings
patricia.rosas@sanantonio.gov	978
Do not receive Email Notifications: No	1901 s alamo
Mailing	san antonio, TX, 78204
1901 s alamo	United States
san antonio, TX, 78204	City Residential Building Cntr RBC-20-00407
United States	
Physical	

The Inspection page displays (shown). Upcoming inspections display. To Request an Inspection, click link or use the Actions drop-down menu corresponding to the inspection and click schedule.

Record Info ▾ Payments ▾ Custom Component

To view any current activity on this Record, please refresh the page.

Inspections

Upcoming (2)

TBD at TBD Pending Building - Foundation with Letter (372662) Inspector: unassigned	Actions ▾ View Details Schedule
TBD at TBD Pending Building - Final (372661) Inspector: Roger Crow	

Completed/Pending Issuance

There are no completed inspections on this record.

After a date is selected, the hours of availability display (#1).

Click the round button to the left of the preferred time.

Click Continue.


Schedule/Request an Inspection ×

Inspection type: Building - Framing

To continue, select an appointment date and time range by clicking a link on the calendar below:

May 2020							Jun 2020							Jul 2020						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	1	2	3	4	5	6				1	2	3	4	
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	
31																				

[« Prev](#) [Next »](#)

1 10:00 AM - 12:00 PM 

12:00 PM - 02:00 PM 03:00 PM - 05:00 PM 05:00 PM - 07:00 PM

[Continue](#) [Back](#) [Cancel](#)

The Location/Contact verification page displays (shown). To change contact information or add notes, click Change Contact (#1).

Schedule/Request an Inspection ✕

Inspection type: Building - Framing

Location and Contact

Verify whether the location and contact person for the selected inspection are correct. ←

Location
4011 MT LAUREL, 78240

Contact
210-207-1111

1 [Change Contact](#) ▼

[Continue](#) [Back](#) [Cancel](#)

Verify location for inspection and the contact number.

If necessary, change contact information. Next, click **Submit**.

Schedule/Request an Inspection [Close]

Inspection type: Building [Dropdown]

Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

Location
4011 MT LAUREL, 78240

Contact
210-207-1111

Change Contact [Dropdown]

Select an existing contact

(210-207-1111) [Dropdown]

(210-207-1111) [Dropdown]

Ferlin Husky

Specify another person (for this inspection only)

*First Name Middle Name *Last Name

[Text Box] [Text Box] [Text Box]

*Phone Number

[Text Box]

Submit Cancel

Continue Back Cancel

Displays current contact.

The verification page displays. To add notes for inspector, click **Include Additional Notes link (#1)**. Optional comments or instructions for Inspector box displays. Type comments. Next, click **Finish**.

Schedule/Request an Inspection ✕

Confirm Your Selection
Please confirm the details below and click the Finish button to schedule the inspection.

Building - Framing
5/13/2020 10:00 AM
4011 MT LAUREL, 78240
210-207-1111

1 [Include Additional Notes](#)

Optional Comments or Instructions for your Inspector:

Please use gate code 78122

(Please include an alternate phone number if different from the contact information provided in your application.)

Finish [Back](#) [Cancel](#)

The inspection request is submitted. To view inspection details, reschedule or cancel, click the Actions drop-down menu arrow (#1).

Home Land Development **Building** Fire

Search Applications Create an Application

Record RES-RMB-PMT20-36700278:
Residential Accessory and Additions Permit
Record Status: Active

Record Info Payments Custom Component

Inspections

Upcoming (5)
[Schedule or Request an Inspection](#)

Click the link above to schedule or request one.

TBD at TBD Pending Building - Final (84557) Inspector: DSD INSPECTOR4	Actions ▼
TBD at TBD Pending Building - Framing (84556) Inspector: DSD INSPECTOR2	Actions ▼
TBD at TBD Pending Building - Frame Beam and Soffit (84555) Inspector: Nitin Sharma	Actions ▼
TBD at TBD Pending Building - Foundation with Letter (84554) Inspector: unassigned	Actions ▼
05/13/2020 at 10:00 AM Scheduled Building - Framing (90267) Inspector: DSD INSPECTOR2	1 Actions ▼ View Details Reschedule Cancel

Completed

There are no completed inspections on this record.

If Reschedule is selected, a calendar displays-repeat the scheduling process. If Cancel is selected, the Cancel Inspection page displays. Click Cancel Inspection (#1).

The image shows two overlapping web interface windows. The top window is titled "Schedule/Request an Inspection" and shows a calendar for May, June, and July 2020. The date 13th of May is highlighted in yellow. Below the calendar are radio button options for time slots: 10:00 AM - 12:00 PM (selected), 12:00 PM - 02:00 PM, 03:00 PM - 05:00 PM, and 05:00 PM - 07:00 PM. A red circle with the number "1" is placed over the "Cancel" button at the bottom of this window. The bottom window is titled "Cancel Inspection" and displays the following information: "Confirm Your Selection", "Please confirm the details below and click the Cancel Inspection button to Cancel the inspection.", "Building - Framing", "5/13/2020 10:00 AM", "4011 MT LAUREL, 78240", and "2102071111". A yellow box highlights the text "Click Cancel Inspection to cancel." and a red circle with the number "1" is placed over the "Cancel Inspection" button at the bottom of this window.

Schedule/Request an Inspection
Inspection type: Building - Framing

To continue, select an appointment date and time range by clicking a link on the calendar below:

May 2020							Jun 2020							Jul 2020						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2		1	2	3	4	5	6				1	2	3	4	
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	
31																				

10:00 AM - 12:00 PM
12:00 PM - 02:00 PM
03:00 PM - 05:00 PM
05:00 PM - 07:00 PM

Continue Cancel

Cancel Inspection
Confirm Your Selection
Please confirm the details below and click the Cancel Inspection button to Cancel the inspection.

Building - Framing
5/13/2020 10:00 AM
4011 MT LAUREL, 78240
2102071111

Click Cancel Inspection to cancel.

1 Cancel Inspection Close

The Inspections page displays upcoming (#1), requested (#2) and/or cancelled inspections (#3).

Home Land Development **Building** Fire

Search Applications Create an Application

Record RES-RMB-PMT20-36700278:
Residential Accessory and Additions Permit
Record Status: Active

Record Info Payments Custom Component

Inspections

Upcoming (4)
[Schedule or Request an Inspection](#)
Click the link above to schedule or request one.

1	TBD at TBD Pending Building - Frame Beam and Soffit (84555) Inspector: Nitin Sharma	Actions
2	TBD at TBD Pending Building - Foundation with Letter (84554) Inspector: unassigned	Actions
3	05/12/2020 at 10:00 AM Scheduled Building - Final (84557) Inspector: DSD INSPECTOR4	Actions
	05/13/2020 at 10:00 AM Scheduled Building - Framing (84556) Inspector: Nitin Sharma	Actions

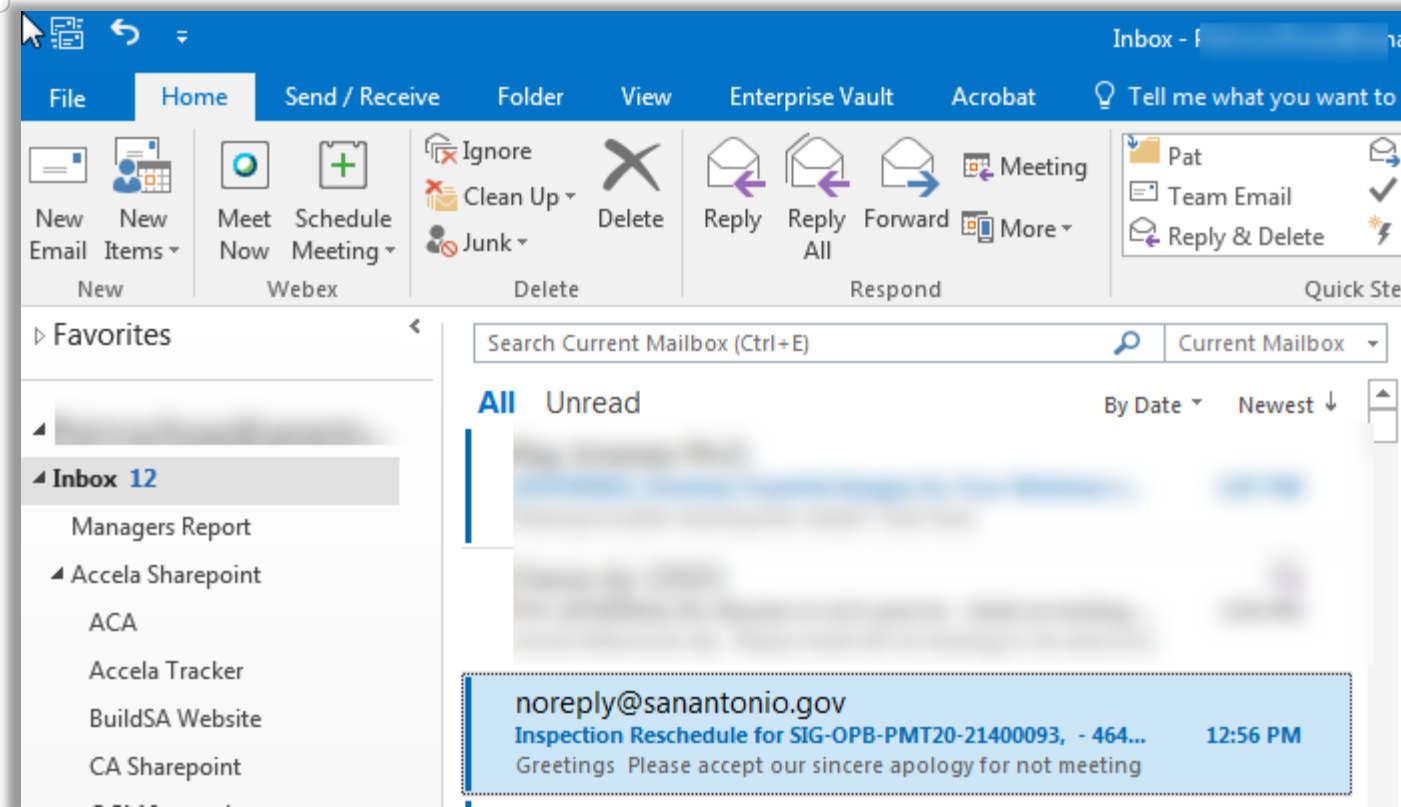
Completed (1)
Cancelled - 1

Cancelled Building - Framing (90267)
Cancelled by: Bunny Neon on 05/01/2020 at 12:38 PM

View Details

Inspections page displays requested inspections, cancelled and upcoming inspections.

After inspection is requested, a confirmation email is generated to the account owner's email address.



This is an acknowledgement that Building - Framing for Residential Accessory and Additions Permit RES-RMB-PMT20-36700278 is scheduled for the 5/13/2020.

For your convenience, you may schedule, reschedule or cancel your inspection online [Customer Portal](#).

A reinspection fee may be assessed should one of the following occur:

- Lack of access to inspection location or site
- Not ready for inspection
- Failed inspections
- Same day cancellation

Thank you for your business.

Sincerely,

The City of San Antonio

Partnering with our community to build and maintain a safer San Antonio.

Please take a moment and tell us how we are doing by taking our [survey](#).

**Citizen Access
Online Tutor
Scheduling an
Inspection**

Please contact Development Services Department Call Center, 210-207-1111, M-F, 7:45am to 4:30pm with any questions.